EMERGENCY ACTION PLAN

2025

Disclaimer

This Emergency Action Plan was developed by Providence Emergency Management Agency (PEMA) to assist businesses in establishing a comprehensive disaster preparedness, response, and recovery program. This template is the first template in the Business Continuity Toolkit, and includes the components of an emergency action plan. However, businesses should complete the customizable template to align with their unique operations, processes, and needs. Adjustments beyond those suggested in brackets may be required to develop an effective and tailored program.

This plan is not intended to supersede any laws, regulations, standards, or OSHA requirements applicable to your business or facility. This plan is not a substitute for local, state, or federal regulations, nor does it replace industry standards. It should be used in conjunction with all applicable legal and regulatory requirements.

Provided as a public service by the
Providence Emergency Management Agency (PEMA).

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1. Emergency Action Plan

The Emergency Action Plan (EAP) guides the company's response to various emergency situations such as a medical incident, a fire, a flood, an active threat, etc. These situations may require evacuation, sheltering in place, securing property and equipment, and other actions to prevent injury, loss of life, or damage to property.

ASSIGNMENT OF RESPONSIBILITY

Emergency Plan Manager

In the event of a business disruption, **(Name)** is contacted to activate the plan. For the purposes of this plan, a business disruption is defined as:

1. a severe disruption or a threat to operations; or
2. a sudden/impending emergency situation in which business impacts are expected.

The Emergency Plan Manager is responsible for scheduling routine tests of the emergency notification system with the appropriate authorities. Also encouraged to coordinate with local public resources for facility walkthrough.

Emergency Plan Coordinators

Emergency Plan Coordinators are responsible for implementing the procedures in this plan in their designated areas in an emergency. *(Ex: Coordinators may be given the responsibility of accounting for employees or visitors after an evacuation.)*

Name	Section / Dept.	Phone	Alt. Name	Alt. Phone

The following people will be responsible for assisting employees who have disabilities or who do not speak English during evacuation:

Name	Section / Dept.	Language Spoken	Phone	Alt. Phone

PLAN ACTIVATION

For emergencies threatening life or property, employees should first call 9-1-1. In the event of a business disruption, **[Approving Authority]** is contacted to activate the plan. For the purposes of this plan, a business disruption is defined as:

1. a severe disruption or a threat to operations; or
2. a sudden or impending emergency situation in which business impacts are expected.
3. **[Insert additional plan triggers relevant to the business]**

COMMUNICATION PROCEDURES

Use the following systems to ensure adequate communication during an emergency or disruption.

Incident Detection and Reporting

- **Report Emergencies:** Immediately contact 9-1-1 for emergencies such as fires, medical incidents, or life-threatening situations. Ensure first responders are notified promptly.
- **Notify Employees:** Inform employees of any emergencies, both during and after business hours. This includes updates on work status, next steps, and safety instructions. Warning and Notification systems can be found below.

- **Non-Traditional Emergencies:** For events like IT disruptions, supply chain issues, or local area incidents, notify relevant team members, managers, and relevant stakeholders to coordinate response efforts.

Warning and Notification Systems

The following systems are used to warn employees to take protective action (e.g., evacuate, move to tornado shelter, shelter-in-place, or lockdown) and provide them with information.

	System	Location
Warning System	Fire Alarm	
	Public Address	
	Other **(Describe)**	
Notification System	Electronic	
	Telephone call tree	
	Other **(Describe)**	

Warning and Notification Messaging

Use the following template to ensure clear and consistent updates are shared when an emergency occurs. Utilize the warning and notification systems detailed above to disseminate the messaging displayed below.

Attention all staff and customers, this is an emergency announcement.

A [Insert Emergency] has been reported in [Insert Location]. For your safety, [Insert Appropriate Action: Evacuate, Shelter in Place, etc.] immediately.

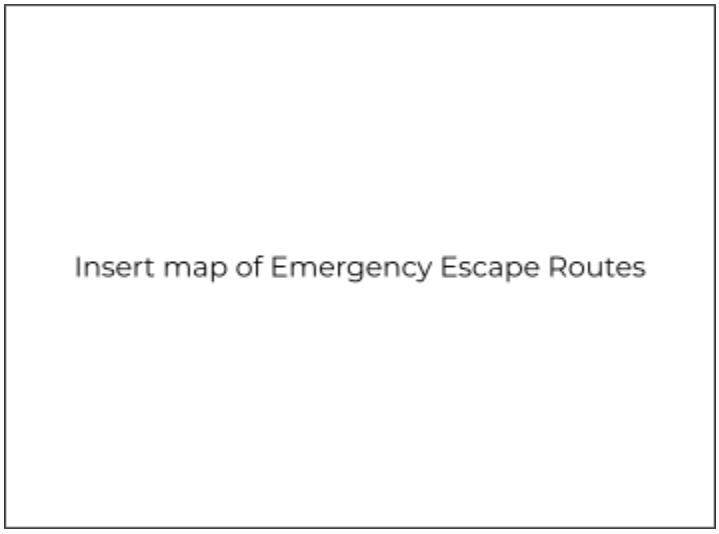
[Insert Additional Instructions].
Emergency responders are on their way. Follow all instructions from staff and proceed to [Designated Safe Area]. Stay calm and assist others if needed.

EVACUATION PLAN

In the event that an emergency alarm is sounded or instructions for evacuation are given, employees must immediately exit the building and meet at the **(Designated Assembly Area)**.

- Emergency evacuation escape route plans (see Appendix A) are posted in **(Designated Areas throughout facility).**
- Mobility-impaired employees and their assigned assistants will gather at the **(Designated Area)** within the building to ensure safe evacuation.
- Employees will direct any customers in their vicinity to the nearest emergency exit(s) as they evacuate the facility.
- **No one is allowed to re-enter the building** after evacuation unless authorized by emergency responders.

Employees will be warned to evacuate the building using the following system:	
Employees should assemble at the following location for accounting post evacuation:	



Accounting for Employees/Visitors After Evacuation

Once an evacuation has occurred, the **(Responsible Person(s))** will account for each employee or visitor assigned to them at the **(Designated Assembly Area)**. Each employee

is responsible for reporting to the appropriate **(Responsible Person(s))** so an accurate head count can be made. All employee counts will then be reported to the **(Emergency Action Plan Manager)** as soon as possible.

Person who will bring the employee roster and visitor log to the evacuation assembly area to account for all evacuees:	

SHELTERING-IN-PLACE

In certain emergency situations, such as severe weather, hazardous material releases, or civil disturbances, sheltering in place may be required. When it is safer to remain indoors rather than evacuate, shelter-in-place status will be announced via the Warning and Notification Systems referenced previously.

Assignments	**Name / Contact**
Team Leader:	
Person to monitor weather / news sources for updated emergency instructions and broadcast warnings:	
Person to ensure the shelter area is stocked with emergency supplies: 1. First Aid Kit 2. Flashlights & Batteries 3. Emergency Contact List 4. Battery-Powered Radio 5. Water And Non-Perishable Snacks Supplies will be stored together in **(insert location/room/closet).** Supplies will be taken to the **(designated shelter area)** upon sheltering.	
Person to shut down ventilation system and close air intakes:	

Person to collect a headcount and write down the names/affiliation of everyone in the shelter area:	
Designated emergency contact outside the building:	

Designated Shelter-In-Place Location(s):	

[Select interior room(s) above the ground floor, with the fewest windows or vents. The room should have adequate space for everyone to be able to sit. Select several rooms if necessary, to avoid overcrowding. Large storage closets, utility rooms, pantries, and copy and conference rooms without exterior windows work well. Avoid selecting rooms with mechanical equipment, such as ventilation blowers or pipes, which may be impossible to seal from outdoors. It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the telephone available if you need to report a life-threatening condition.]

Shelter-in-Place Procedure:

1. **Secure the building:** All employees, customers, and visitors will move immediately to the shelter area within the building. The designated person will seal all windows, doors, and vents with plastic sheeting and duct tape.
2. **Reporting + Emergency Contacts:** Designated person will write down the names of everyone in the room and alert the designated Emergency Contact outside the building to report who is in the room and their affiliation (employee, visitor, client, customer). Employees and customers should reach out to emergency contacts to let them know their location and ensure that they are safe.
3. **Communication:** Monitor telephone, radio, television and Internet reports for further instructions from authorities to determine when it is safe to leave the building.
4. **After the event:** Once the shelter-in-place order is lifted, first responders or local officials will communicate the all-clear signal. Employees should follow instructions

on whether to return to work areas or evacuate the building if conditions remain unsafe.

SECURING PROPERTY + EQUIPMENT

If evacuation of the premises is necessary, some items may need to be secured to prevent further danger to the facility and personnel on hand (such as securing confidential or irreplaceable records, or shutting down equipment to prevent release of hazardous materials). Only the following people may remain in the building for the prescribed amount of time to secure the property and equipment to which they have been assigned.

Name	Property or Equipment to Secure	Location of Property of Equipment	Estimated Time to Complete Security Process

All people remaining behind to shut down critical systems or utilities must be capable of recognizing when to abandon the operation or task. Once the property or equipment has been secured, or the situation becomes too dangerous to remain, those who remained behind must exit the building by the nearest escape route as soon as possible and meet the remainder of the employees at the **(Designated Assembly Area)**.

TRAINING

Employee Training

All employees will receive instruction on this Emergency Action Plan as part of new-employee orientation. Additional training must be provided:

1. when there are any changes to the plan or facility;
2. when an employee's responsibilities change; and
3. annually, as refresher training.

Fire/Evacuation Drills

Fire/evacuation drills must be conducted at least annually and in coordination with local police and fire departments. Additional drills will be conducted if physical properties of the business change, processes change, or it is otherwise deemed necessary.

Training Records

(Responsible Person) will document all training pertaining to this plan and will maintain records at **(Designated Area).**

Plan Evaluation

This Emergency Action Plan must be reviewed annually, or as needed if changes to the worksite are made, by **(Responsible Person).** Following each fire drill, **(Responsible Management and Employee Representatives)** will evaluate the drill's effectiveness and any weaknesses in the plan, and will implement improvements.

2. Emergency Response Guides

The following pages will detail incident specific instructions for designated hazards / incidents.

NOTE: These emergency response guides are provided as a guide and reference. Life safety is priority. If nothing else, remember – ***call for help, evacuate, and account for all employees***.

MEDICAL

1. **Call Emergency Medical Services**: Immediately dial 911 and provide the following details:
    - Number and location of victim(s)
    - Nature of injury or illness
    - Hazards involved
    - Nearest entrance (emergency access point)
2. **Administer First Aid**: If able to, provide first aid to those injured. A list of trained personnel and available first aid supplies can be found below.
3. **Direct Emergency Personnel:** If safe to do so, ensure someone meets EMS outside and guide them to the victim's location.

Personnel Trained to Administer First Aid, CPR, or use Automated External Defibrillator (AED)

Name	Training

Medical Equipment Location Guide

Medical Equipment Type	Locations of Automated External Defibrillator(s) (AEDs)

PEMA offers trainings in CPR, Stop the Bleed, Active Threat, and Until Help Arrives. For information on these trainings, visit providenceri.gov/pema.

Note:

- Only trained responders should provide first aid assistance.
- Do not move the victim unless the victim's location is unsafe.
- Contact OSHA or other regulatory bodies

BLOODBORNE PATHOGENS

Any situation or accident where there is a potential exposure to a person's blood or body fluids.

Precautions:

Take universal precautions whenever responding to bloodborne incidents:

- Assume all blood and body fluids are infectious, wear personal protective equipment (gloves, goggles, etc.), and use a protective "pocket mask" when performing rescue breathing.
- Only employees trained in the appropriate use of personal protective equipment should respond to the incident.

When blood or other potentially infectious materials need to be cleaned:

1. Gloves must always be worn. Use additional protective equipment based on the risks present, i.e. protective apron, facemask, and/or goggles.
2. Thoroughly spray contaminated surface areas with a disinfectant solution made of at least one-part bleach to ten parts water (1:10).
3. Pick up any contaminated solid material making sure not to use your hands to pick up any sharp objects, such as glass. Use a broom, dustpan or similar cleaning tool to pick up sharp objects.
4. Wipe down contaminated area with a paper towel moistened with disinfectant.
5. Place all contaminated solids or clean up materials in the red Biohazard bag contained in the kit.
6. Sharp objects should be placed in a puncture proof container before being placed in the bag.
7. Clean and disinfect any tools or other non-disposable items used in the cleanup.
8. Remove personal protective equipment and place them in the red Biohazard bag.
9. Wrap and tie the red bag and give the Biohazard bag to the person-in-charge.
10. Wash your hands and face immediately using soap.

If you are exposed to bloodborne pathogens:

1. Immediately wash all exposed portions of your body.
2. Notify management of the incident.
3. Seek medical assistance and follow-up.
4. Document on an incident report.

SEVERE WEATHER

If there is a threat of severe weather:

1. Monitor the weather. (See below severity definitions)
2. Contact management.
3. Review the safe areas of the building with supervisors and employees. Safe areas should be close to walls/support columns at the center or back of the building and away from glass walls, glass entryways and windows. Bring emergency go-bags with you to these locations.

Safe Area #1 Location:	
Safe Area #2 Location:	

If severe weather is detected in the vicinity of the building:

1. Make an announcement in the building three times. Sample: ***"May I have your attention, please. The National Weather Service has sounded a Severe Weather (Tornado) Warning for this area. Please move away from windows and move toward the center or back of the store. Please stay there until the 'all clear' has been given."***

2. Check all areas of the building to make sure everyone has moved to a designated assembly area. ***Note: Management does not have the authority to detain guests and employees who desire to leave the building during severe weather or tornado conditions. Do not lock exit doors.***

Protect money/merchandise if it does not threaten anyone's safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock cash/control office safe and doors to the cash/control office.
3. Turn off pumps with the emergency shut off switch.

If there is any property damage as a result of the severe weather:

1. Do not put any guest or employee in danger. Evacuate the building in the event of potential danger (e.g. gas leak, downed electrical wires, structural damage, etc.). See the Evacuation Plan above.
2. If safe to do so, inspect the damage. Call a building inspector or your insurance company for assistance on this matter. Account for:
    a. Roof damage
    b. Structural damage
    c. Merchandise/product loss
3. Call employee emergency contacts if necessary.

If the roof is leaking:

- Cover product, merchandise and equipment with plastic.
- Place empty trash cans under leaking areas.
- Elevate merchandise off the floor to at least a pallet height.
- Rope off damaged areas.

If there is water in the building:

Make sure there are no electrical hazards and foods have not been contaminated. Push water out of the building with squeegees, brooms, sweeper/scrubbers.

Document all Incidents / Expenses:

Make sure a location Person In Charge records and documents all incidents/expenses incurred as a result of the emergency.

Weather Severity Definitions:

Winter Storm Watch: Potential for significant and hazardous winter weather within 48 hours.	**Tornado Watch:** Possible severe thunderstorms and tornadoes in and near the watch area.

Winter Storm Warning: Heavy snow of at least 6 inches in 12 hours, at least 8 inches in 24 hours, or at least ½ inch of sleet accumulation is expected.	**Tornado Warning:** A tornado is imminent or occurring. Take shelter immediately.
Extreme Cold Warning: Sustained wind is expected to produce a wind chill index of ≤ -20°F or ≤ -25°F (location dependent) for at least 3 hours.	**Heat Advisory:** Daytime heat indices of 95°F to 99°F for 2 or more hours over 2 consecutive days, or 100°F to 104°F for 2 or more hours in a single day, are expected.
Blizzard Warning:: Sustained winds or frequent gusts of at least 35 mph, combined with considerable falling and/or blowing snow, are expected to frequently reduce visibility to less than ¼ mile for 3 hours or more. Blizzard conditions must be the predominant weather condition during this period.	**Coastal Flood Warning:** Moderate or major coastal flooding is expected to damage property and/or pose a threat to life.
Flash Flood Warning: A rapid and extreme flow of high water into a normally dry area, or a sudden rise in water levels in a stream or creek above a predetermined flood level, is expected or occurring.	**Storm Surge Warning:** Life-threatening inundation from rising water moving inland from the shoreline is expected within the specified area, generally within 36 hours.
Tropical Storm Watch: A tropical cyclone containing winds of 34 to 63kt (39 to 73 mph) or higher poses a possible threat, generally within 48 hours. These winds may be accompanied by storm surge, coastal flooding, and/or river flooding	**Tropical Storm Warning:** A Tropical Storm Warning is issued when sustained winds of 34 to 63kt (39 to 73 mph) or higher associated with a tropical cyclone are expected in 36 hours or less. These winds may be accompanied by storm surge, coastal flooding, and/or river flooding.
Hurricane Watch: Issued when a tropical cyclone with sustained winds of 74 mph (64 knots) or higher poses a possible threat to a coastal or inland area, generally within 48 hours. These winds may be accompanied by storm surge, coastal flooding, and/or river flooding. A watch indicates the potential for hurricane conditions but does not guarantee they will occur.	**Hurricane Warning:** Sustained winds of 74 mph (64 knots) or higher associated with a hurricane are expected to impact a coastal or inland area within 36 hours.

FIRE

If a fire is reported, **pull the fire alarm**, (if available and not already activated) to warn occupants to evacuate. Then **Dial 911** to alert the Fire Department. **Provide the following** information:

- Business name and street address
- Nature of fire (e.g., electrical, grease, paper, chemical)
- Fire location (building and floor or)
- Type of fire alarm (e.g., detector, pull station, sprinkler waterflow)
- Location of fire alarm (e.g., building and floor)
- Name and number of person reporting fire

Procedures

1. **Evacuate:** Evacuate building occupants along evacuation routes to primary assembly areas outside.
2. **Redirect**: Redirect building occupants to stairs and exit away from the fire.
3. **Prohibit:** Prohibit the use of elevators.
4. **Account for All Employees:** Account for all employees and visitors at the assembly area.
5. **Meet Fire Department**: Inform the fire department if everyone has been accounted for and if there are any injuries. Provide an update on the nature of the emergency and actions taken. Provide building floor plans, keys and other assistance as requested.

Note:

- All fires and other emergency situations will be reported as soon as possible by one of the following means:
    - verbally, as soon as possible during normal work hours; or
    - by telephone, after normal work hours or on weekends

- Under no circumstances will an employee attempt to fight a fire after it can no longer be put out with a fire extinguisher, nor will any employee attempt to enter a burning building to conduct search and rescue.

Location of Fire Extinguishers

Location

Fire Protection Systems

Document the fire protection systems including the types of systems, location, area, or hazard protected, and instructions. If you're unsure, contact your landlord or building owner.

System Type	Location	Access Point / Instructions
Sprinkler System	Control Valve	
	Control Valve	
	Control Valve	
Fire Pump		
Special Extinguishing Systems		

Insert Map of Fire Protection Tools and Systems

WORKPLACE VIOLENCE

If a violent attack or shooting occurs:

- **Call 911.**
- Follow **run, hide, or fight.** If it can be safely accomplished, evacuate the area. Do not do anything to jeopardize your safety or the safety of others.
- Carefully note the physical description of the attacker, including any distinguishing characteristics.
- **Communicate When Safe:**
    - Use text messages or other silent communication methods to provide information to authorities.
    - If trapped or unable to leave a safe location, relay your location to first responders.
- **Follow Law Enforcement Instructions:** When law enforcement arrives, follow their directions precisely.
    - Keep hands visible and avoid sudden movements.

If a lockdown has been declared:

See Emergency Action Plan.

After the Event

- Wait for an all-clear signal from law enforcement or emergency personnel before leaving the shelter area.
- Check on the well-being of all employees and customers. Provide first aid as needed.
- Cooperate with authorities during their investigation and ensure appropriate follow-up, such as counseling or support for affected individuals.

ROBBERY

If you are witnessing the crime, move to a safe location. If you are able, assist those with access and functional needs to a safe location as well.

Once the robber has left:

1. Do not attempt to follow the robber.
2. Write down a description of the robber, escape vehicle, and license plate number.
3. **Call 911.**
4. Call your emergency contacts.
5. Document the incident and complete a police report.

Do not disturb the crime scene:

Make sure that the area is secured to prevent anyone from entering the crime scene or surrounding area.

PRODUCT CONTAMINATION

Assess the situation:

- Determine...
    - the scope of contamination
    - the need to involve public agencies.
- If a foodborne illness outbreak is suspected, immediately stop sale of potentially contaminated food(s) and call 911 or notify the Public Health Commission immediately.
- If intentional product tampering is suspected, contact law enforcement and protect potential evidence.

Take steps to limit exposure:

- Pull product if appropriate.
- Determine...
    - if a public announcement will be made
    - the need for a product recall

Document all Incidents/Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

FLOODING

If there is a threat of a flood:

1. Monitor the weather.
2. Contact employee emergency contacts if necessary.
3. Prepare to elevate all merchandise, valuables, mechanical equipment, and electronics at least 12-inches off the floor (pallets will work).
4. Know how to shut off your utilities.

Flood Watch: Flooding is possible. Stay tuned to NOAA radio. Be prepared to evacuate. Tune to local radio and television stations for additional information.

Flood Warning: Flooding is already occurring or will occur soon. Take precautions right away. Be prepared to go to higher ground. If advised, evacuate immediately.

If the flood is detected in the vicinity of the store:

1. Begin sandbagging operations.
2. Review water contamination procedures.
3. Make sure that all merchandise, valuables, mechanical equipment, are elevated.
4. Turn off electric power at the main switch gear. When the store is ready for evacuation, shut off the emergency generator (if applicable). Ensure that appliances are unplugged to avoid electrocution when power returns.
5. Secure utensils, equipment, linens, packaging and single service use items from contact/contamination during flooding.

Evacuate store if the safety of guests and employees is threatened, and/or you are ordered to evacuate:

See the Evacuation Plan above.

Protect money/merchandise if it does not threaten anyone's safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock the cash/control office safe and doors to the cash/control office.

After the flood waters have receded:

1. Document any damage and call your insurance provider to report it.
2. Enter the store with caution. Be sure that appropriate personnel enter the facility with caution.
3. Facilities/Maintenance will check the electrical service before turning on the power.
4. Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
5. Provide general clean-up while ensuring worker health and safety. Clean and sanitize equipment and utensils.
6. Sort the salvageable from the non-salvageable foods, equipment, utensils, linens, and single service items as quickly as possible.
7. Properly dispose of the non-salvageable items.

Clean up guidelines:

- All damaged food equipment, utensils, linens, and single service items must be destroyed and properly disposed of.
- Floors, walls, furnishings, carpets, utensils, and equipment damaged beyond salvage must be removed and replaced as necessary.
- Affected walls, floors, and equipment surfaces must be cleaned with soap and water, rinsed, and sanitized. Carpets should be either removed or steam cleaned.
- Remove wet materials. Dispose of any materials that cannot be effectively cleaned and

sanitized.
- Remove any standing water.
- Clean and sanitize any utensils and equipment in the affected area.
- Use a detergent solution to clean floors, equipment, and other affected areas followed by a clean water rinse.
- Sanitize the floor and any other affected areas by using a clear water sanitizer solution (8 oz. Bleach per 5 gallons of water = 500 part per million chlorine solution).
- Air-dry the affected area.
- Launder or discard mop heads and other cleaning aids that were in contact with flood water.
- Alternative measure: Hire a janitorial service having expertise in cleaning food establishments exposed to floods.
- Contaminated Food, Linens, Single Service / Use Items
- Discard any food items (packaged or unpackaged) in contact with flood water.
- Launder any linens or uniforms in contact with flood water.
    - Launder separately from other linens.
    - Use bleach.
    - Use a mechanical dryer.
    - Discard any single service / use items in contact with flood water.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

Refer to Ready.gov Business - *FLASH Inland Flooding Toolkit* for additional information.

General Flood Salvage Assessment:

Floodwaters may carry silt, raw sewage, oil or chemical waste that can make storm-damaged foods unsafe to eat if packaging is contaminated. Discard any food or food packaging materials that have come into contact with floodwater. Very few food or beverage items can be saved after being exposed to floodwater. Food items in soft packaging or with screw-top lids must be destroyed. In some cases, canned goods in metal cans or rigid plastic containers can be saved. Even so, the condition of the can is another limiting factor. The presence of rust, soil, or destroyed labeling precludes salvage.

Floodwater can make foods unsafe to eat especially if packaging is contaminated. **Discard** the following foods if water has covered, splashed, dripped on or seeped into the package:

- Alcoholic beverages: See RIDOH for detailed instructions. In some cases, “returnable” empty cans or bottles may be salvaged for their deposit value.
- Exposed foods, bulk foods, fresh produce, meat, poultry, fish and eggs.
- Any foods packaged in paper, plastic, cloth or fiber.

- Cardboard boxes, even if the contents seem dry, including cereals, pasta products, rice, salt.
- Foods with cardboard seals, such as mayonnaise and salad dressing, or foil or cellophane packages.
- Food in glass jars, including unopened jars with waxed paper, foil, cellophane or cloth covers.
- Foods, liquids or beverages in crown-capped bottles or containers with pull-tab tops, corks or screw caps.
- All opened containers and packages; foods in bags or canisters.
- Cans that are dented, leaking, bulging or rusted.
- Cans that have been tossed about and are far from their normal storage spot (possibility of pinholes or seam fractures).
- Cans may not be sold without all required labeling information. Therefore, cans with damaged labels should be discarded.

Salvaged Goods – Reconditioning

Contact state regulatory authorities for additional guidance.

General Flood Salvage Assessment

- Remove to a designated condemned food storage area away from food preparation and equipment storage, and secured in covered refuse containers or other isolated areas to prevent either service to the public, or accidental contamination of the facility and other food.
- If the food must be retained until the distributor can credit the facility, it must be clearly labeled as “not for sale” and kept in a refrigerated location separate from other food and held for credit.
- Discarded refrigerated food may be recorded by food supplier/distributor.
- The facility should document the type and amount of food, costs and the reason for disposal for insurance and regulatory purposes.
- Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
- Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
- All food waste is to be disposed of in accordance with state and local waste disposal regulations in a licensed landfill.
- Local landfills should be contacted prior to delivery of food from a private individual or carrier to insure acceptance of the waste.

GASOLINE/CHEMICAL SPILLS

In the event of a gas spill: Gasoline

1. Determine the severity of the gas spill.

2. If the gas spill is determined to be severe, call 911.
3. Locate and turn off the gas pumps with an emergency shut off switch.
4. If it's safe to do so, contain the spill and minimize the spread of gas by using spill blankets, pillows and socks. Secure the gasoline spill area to prevent contamination and maintain safety.
5. Contact your Spill Clean-up Contractor for assistance for removal/clean-up of hazardous waste.
    a. Spill Clean-up Contractor _____
6. Contact your Gas Pump Repair Company for repairs.
    a. Gas Pump Repair Company _____
7. Contact store management.
8. If the spill entered the environment contact:

    Providence Fire Department: 9-1-1

    RI Department of Environmental Management (DEM) - (401) 222-4700

9. Always wear appropriate Personal Protective Equipment (PPE) when cleaning up any chemical spill.

In the event of a Chemical Spill: Oil, Antifreeze, Paint, Bleach, etc.

1. Immediately contain the product.
2. Evaluate the spill, ventilate the area, secure the area, keep fire sources away.
3. Clean-up spill.
    a. If the spill is too extensive to handle, contact a hazardous waste clean-up contractor.
    b. Wear personal protective equipment (gloves, goggles, overshoes).
    c. Absorb liquid and solidify with oil dry or other available absorbent. Work from edges toward the middle.
        i. **Water-Based** (Latex paint, Anti-freeze, bleach, household chemicals)
        ii. **Acids:** Must be neutralized with Baking Soda
        iii. **Oil Based** (Camp Fuels, Enamel paint, Thinners/Solvents, Gas/Diesel Additives)
        **never use water to clean an oil-base spill, use dry absorbent only*
4. Carefully place absorbed material in disposable containers (double bag or use covered bucket).
5. Discard soaked materials and merchandise.Scrub soiled areas and corners/crevices.
    a. Dispose of sweepings, cleaning materials, brooms, gloves, overshoes. Change clothing and wash in detergent.

In case of accidental contact:

Eyes: Flush with water for 15 minutes. Get medical attention immediately.

Skin: Wash completely with soap and water. Refer to the product label for further instruction.

Clothing: Remove contaminated clothing and wash skin completely with soap and water.

Refer to the product label for further instruction.

If you are in doubt about the nature of the material – get medical attention immediately.

NOTE: If medical attention is sought, take the labeled container to the physician.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

NATURAL GAS/PROPANE LEAK

Assess the Situation:

1. If you smell gas (rotten egg odor) or hear hissing, assume a leak is present. Do not use electrical switches, appliances, or open flames, as they may ignite the gas.
2. Evacuate the area immediately if the leak is severe or indoors. Assist those with access and function needs. **See the Evacuation Plan above for announcement information**.
3. **Call 911.**
4. Notify employees, tenants, or customers of the situation and safety measures. Consider public notifications if the leak poses a wider threat.
5. Follow guidance from emergency responders regarding re-entry or further precautions.

Take Steps to Limit Exposure (if it's safe to do so):

- **Shut off the gas supply** at the main valve if it is safe to do so.
- **Ventilate the area** by opening doors and windows if outdoors and safe.
- Warn others in the vicinity and prevent ignition sources (no smoking, open flames, or electrical devices).
- Contact the gas utility provider to report the leak.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

SUSPICIOUS SUBSTANCES (PACKAGE/LETTER)

DO NOT sniff, touch, or move suspicious substances (package/letter).

DO NOT change the environment, including lights.

Determine if there is an explicit threat, implicit threat or risk to persons or the environment.

Threats received by phone, mail, etc. that could indicate an intentional placement of a hazardous substance in the facility and/or on product.

If a legitimate source of the substance can not be identified or a threatening circumstance exists:

1. Call 911.
2. If safe to do so, secure the area around the suspicious substance and or product.
3. Evacuate the area. See the Evacuation Plan above.
4. Determine the scope of the hazard.
    a. Document any information regarding a suspicious substance.
    b. If safe to do so, investigate possible legitimate sources of the substance (flour, baking soda, talcum powders, etc.).
    c. Provide a listing of all exposed people, spaces and items to law enforcement.
5. Determine who may have come in contact with the substance.
    a. Potentially exposed person(s) should be staged in an area away from others.
    b. Follow decontamination directions of responding public safety services.
6. Determine the need to issue a product recall.
7. Determine what information will be released to the public in coordination with public safety.
8. Contact (pre-identified) Subject Matter Expert/ Point of Contact (Name, Title, Phone Number)
    a. _____
    b. _____
    c. _____

If the substance is determined not to be hazardous:

1. Take appropriate measures to remove and clean the area/product.
2. Communicate the findings to potentially impacted customers and employees.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

CIVIL UNREST

Close the facility if directed to do so by District/Region/Corporate/Civil authorities:

1. Evacuate all guests and employees not essential to supervise closing. See the Evacuation Plan above.
2. Protect money and merchandise.
3. Secure the store.

Protect money/merchandise if it does not threaten anyone's safety:

1. Close and lock all checkout terminals/cash registers.
2. Lock the cash/control office safe and doors to the cash/control office.

Secure the store for civil unrest:

1. Turn on all parking lot lights and turn off all interior lights. If cameras are applicable, ensure they are recording.
2. Implement boarding up procedures as directed.
3. Secure all perimeter openings:
    a. Fire doors
    b. Roof hatches
    c. Dock doors
4. Gather all fire extinguishers and place them near each entrance.
5. Check flashlight locations and install new batteries.
6. Set all store alarms.
7. Ensure all sprinkler valves are locked in the “open” position.
8. Remove pallets of paper and other combustibles from around the outside of the building.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

BOMB THREAT

React to the bomb threat quickly and calmly:

1. Call 911.
2. Utilize your incident report forms and record all information.
3. Shut down the following electronic equipment (such as):
    a. Beeper/Pager systems
    b. Emergency Alert System (EAS) (e.g., mass notification systems, public address (PA) systems, emergency text alert systems)
    c. 2-way Radios
    d. Cellular Phones
    e. Radio Frequency Systems
4. Contact employee emergency contacts if necessary.

NOTE:

The search will be done in coordination with the police department. Do not initiate this search on your own. You may be asked by civil authorities to assist with the search.

Evacuate the building if:

- A suspected explosive device is found in the building.
- Local authorities ordered the evacuation.
- A second bomb threat is received, within the time specified by the caller, and the search is not complete.
- The safety of guests and employees is threatened.

See the Evacuation Plan above. + See the Bomb Threat Checklist in Appendix D.

POWER FAILURE

In the event of a power failure:

1. Provide flashlights to as many people as possible.
2. Check for trapped guests or employees in all possible areas, including elevators.
3. Determine if you need to evacuate the building (see the Evacuation Plan).
4. Contact employee emergency contacts if necessary.

If the power failure affects the building location and surrounding area in your community:

- Ask the power company when they anticipate that the electrical services will be restored.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items and keep walk-in cooler/freezer doors closed.

If the power failure affects your building location only:

- Conduct a site inspection to determine any obvious reasons for a power outage.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items and keep walk-in cooler/freezer doors closed.
- Call your local power company to restore power.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

WATER CONTAMINATION/BOIL WATER ADVISORY

If you have been informed the water is contaminated or if the local water department or municipality has declared a boil water advisory:

Call Store Management and contact employee emergency contacts if necessary.

Ice and Beverages

- Shut down machines dispensing soda, ice, drinking water, misters, etc.
- Destroy all ice in holding bins. Use commercially manufactured ice only.
- Shut down the coffee and iced tea maker and drinking fountains.
- Food Preparation & Cooking
- Discard any ready-to-eat food prepared with water prior to the discovery of the contamination.
- Use pre-washed products or wash with boiled or bottled water.
- Prepare ready-to-eat food using commercially bottled or boiled water*.
- Use bottled safe water or water hauled from an approved public water supply for cooking.

Hand washing

- Use heated bottled water, boiled water, or safe water hauled from an approved public water supply.
- Or, use tap water followed by a hand sanitizer.
- Be sure gloves are used when handling ready-to-eat food.

Cleaning & Sanitizing

- Use the existing system. Make certain that sanitizer concentrations are correct.

Post-Contamination/Boil Over:

- Flush faucets, coffee urns, drinking fountains, beverage machines for at least 5 minutes.
- Clean and sanitize coffee and beverage equipment per manufacturer's instructions.
- If equipment has internal filters they should be replaced.

Ice Machines:

- Flush the water line to the ice machine inlet.
- Close the valve on the water line behind the machine and disconnect the water line from the
  machine inlet.
- Reconnect the water line to the machine inlet.
- Open the valve.
- Flush the water lines in the machine.
- Make ice for one hour and dispose of the ice.

Boiling Water

1. Place water in a clean and sanitized pot/container.
2. Using the stove burner, bring water to a boil.
3. Continue rolling boil for at least five (5) minutes.
4. After five minutes, if necessary, cool water by placing it in another sanitized container

BROKEN WATER PIPE

In the event of a broken water pipe:

1. Determine if the water pipe is part of the domestic or fire sprinkler system.
    a. Fire sprinkler pipes are often labeled “Fire Protection” or “Sprinkler System” in red or white lettering.
    b. Domestic water pipes may be labeled “Portable Water” or have blue/green markings.
2. Locate and turn off the valve controlling the source of the water to the main.
3. Contact your water utility for assistance if on a municipal water supply.
    - Give details of what type of water pipe is broken.
    - Be sure to inform them if you turned off the fire sprinkler main.
4. Turn off electricity to the affected space at the circuit breaker immediately, if it’s safe to do so. Don’t enter water if electrical outlets, appliances, or wiring may be submerged.
5. Contact employee emergency contacts if necessary.

Once the water main has been closed:

1. Clean up water.
    a. Be cautious of electrical hazards.
2. Elevate merchandise off the floor to prevent water damage.
3. Push water out of the building or down drains with squeegees, brooms, sweepers and scrubbers.
4. Notify the landlord or your own electrician to inspect/restore electricity.

Document all Incidents / Expenses:

Make sure to record and document all incidents/expenses incurred as a result of the emergency.

REFRIGERATION FAILURE/FOOD SAFETY

If refrigeration or hot holding systems fail:

1. Attempt to find the source of the failure.
2. Alert employees in the area.
3. Discontinue sales of impacted products.
4. Cordon off impacted areas.
5. Begin temperature monitoring process.
6. Contact the appropriate service provider.
7. Call your employee emergency contacts if necessary.
8. Begin following below steps until temperatures return to normal levels.

What you should do if there is a warning of an outage:

Take action to keep hot foods hot and cold foods cold. Turn the refrigerator and freezer to the coldest setting. When the power goes out, the time should be noted.

What you should do when the power goes out:

The goal is to keep hot food above 135°F and cold food below 40°F for as long as possible, and to monitor temperature to determine when food is no longer safe to eat.

Hot food

- Do not place hot foods in refrigerators or freezers.
- Use "canned heat" under foods on electric steam tables to help maintain a minimum temperature of 135°F.

Cold food

- Keep refrigerator and freezer doors closed as much as possible.
- If practical, group packages of cold food together to reduce heat gain.
- Cover open refrigerated and frozen food cases, especially vertical displays.

Caution: The use of dry ice for cooling foods may result in an unsafe build-up of carbon dioxide (CO2).

Do not prepare food if you cannot:

- Properly wash, rinse, and sanitize utensils.
- Operate cooking hood ventilation and make-up air supply systems (Toxic fumes may cause injury or death).
- Light food preparation areas well enough to allow for safe food preparation, cleaning, and sanitizing.

- Access hot water or adequate water pressure.
- Maintain safe food temperatures.

What you should do when power is restored:

- Check internal food temperature.
- Separate packages of food in refrigeration units and freezers to allow for faster recooling, if practicable.
- Discard potentially hazardous food that may have been in the temperature danger zone.

Determine if potentially hazardous food is safe:

Hot food

- If the outage lasts 2 hours or less and the food temperature is less than 135°F, it may be sold if it is reheated to 165°F and then held at 135°F or above, or if it is rapidly cooled to 41°F or below within 2 hours following the restoration of power.
- If the outage lasts more than 2 hours, food cannot be sold.

Cold food

- If the outage lasts less than 2 hours and food is 45°F or colder, it can be sold. If it is between 46°F and 50°F, immediately cool it to 41°F or below within 2 hours.
- If the outage lasts between 2 and 4 hours, food can be sold if it is colder than 45°F, but it must be cooled to 41°F or below within 2 hours. If the food is between 46°F and 50°F, it must be cooled to 41°F or below within 1 hour. If it is warmer than 50°F, it cannot be sold.
- If the outage lasts 4 hours or more, food can be sold if it is 45°F or colder and cooled to 41°F or below within 1 hour. If it is warmer than 45°F, it cannot be sold.

Dispose of Unsafe Food:

When in doubt, throw it out. If it is determined that food must be discarded, document the type and amount of food and the reason for disposal for insurance and regulatory purposes. Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in the outside refuse bin. To discard large volumes of food, contact your refuse disposal company or your local landfill operator for disposal instructions.

Return to Normal:

The following conditions should be verified prior to resuming food preparation and/or sale of potentially hazardous foods:

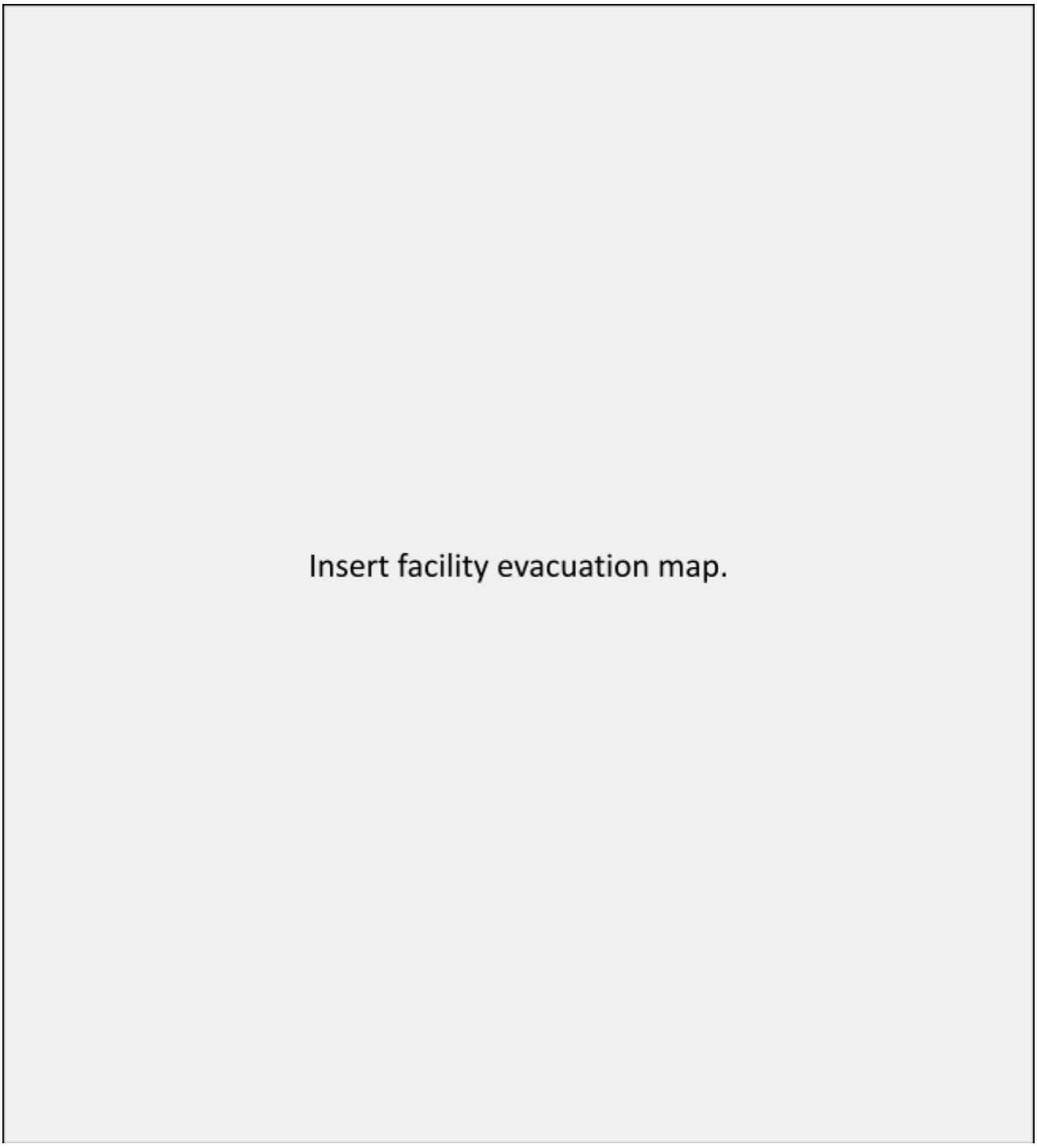
- All unsafe potentially hazardous food has been discarded.
- Electricity and gas services have been restored.
- All circuit breakers have been properly reset, as needed.

- All equipment and facilities are operating properly, including: lighting, refrigeration, hot holding, ventilation, toilet facilities
- Hot and cold potable water, under pressure for: hand washing, proper dishwashing

If your facility is closed by the Department of Health, it must remain closed until you obtain official approval from the Department to reopen.

3. Appendices

Appendix A – Facility Evacuation Route Plans



Appendix B – Public Emergency Services & Contractors

Emergency Service	Name	Emergency Telephone	Business Telephone
Fire Department	Providence Fire Dept.	911	401-243-6060
Emergency Medical Services	Providence Fire Dept.	911	401-243-6060
Police Department	Providence Police Dept.	911	401-272-3121
Emergency Management Agency	PEMA	911	401-680-8000
Hospital	Rhode Island Hospital	401-444-4000	401-444-4000
RI Department of Health	RIDOH	401-222-7745	401-222-5960
RI Department of Environmental Management	RDEM	401-222-3070	401-222-1360
National Grid (Gas)	N. Grid	800-640-1595 / 911	800-870-1664
National Grid (Electric)	N. Grid	800-465-1212	800-322-3223
Electrician			
Plumber			
Fire Protection Contractor			
HVAC Contractor			
Elevator Service			
Hazardous Materials Cleanup			
Cleanup / Disaster Restoration			
IT Contractor			
Refrigeration Contractor			
Refrigeration Trailers			
Rental Equipment			

Security / CCTV Systems			

Appendix C – Emergency Response Team (ERT)

Emergency Response Teams

Identify the members of emergency response teams not identified elsewhere.

- Facilities or building management staff familiar with building utility and protection systems and those who may assist with property conservation activities.
- Security
- Others trained to use fire extinguishers, clean up small spills of hazardous materials.

Team	Member Name	Work Telephone	Personal Telephone

Appendix D – Bomb Threat Checklist

- Downloadable PDF at CISA.

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

- Remain calm & do not hang up, keep the caller on the line for as long as possible
- If possible, signal other staff members to listen & notify Site Decision Maker(s)
- If the phone has a display, copy the number and/or letters on the display
- Write down the exact wording of the threat
- Record the call, if possible
- Fill out the Bomb Threat Checklist immediately

If you receive a written threat:

- Handle the document as little as possible
- Note date, time, and location the document was found
- Secure the document and do not alter the item in any way
- Notify the organization Site Decision Maker(s)

If you receive a social media or email threat:

- Do not turn off or log out of the account
- Leave the message open on the device
- Take a screenshot, or copy the message and subject line
- Note the date and time
- Notify the organization Site Decision Maker(s)

***Refer to your local bomb threat management plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone in close proximity to a suspicious item
- Touch or move a suspicious item

IF A SUSPICIOUS ITEM IS FOUND, CALL 911

For more information about this form contact the CISA Office for Bombing Prevention at: OBP@cisa.dhs.gov

V3

BOMB THREAT CHECKLIST

DATE: **TIME:**

TIME CALLER HUNG UP: **PHONE NUMBER WHERE CALL RECEIVED:**

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice	Background Sounds	Threat Language
☐ **Female**	☐ Animal noises	☐ Incoherent
☐ **Male**	☐ House noises	☐ Message read
☐ Accent	☐ Kitchen noises	☐ Taped message
☐ Angry	☐ Street noises	☐ Irrational
☐ Calm	☐ Booth	☐ Profane
☐ Clearing throat	☐ PA system	☐ Well-spoken
☐ Coughing	☐ Conversation	
☐ Cracking Voice	☐ Music	
☐ Crying	☐ Motor	
☐ Deep	☐ Clear	
☐ Deep breathing	☐ Static	
☐ Disguised	☐ Office machinery	
☐ Distinct	☐ Factory machinery	
☐ Excited	☐ Local	
☐ Laughter	☐ Long distance	
☐ Lisp		
☐ Loud		
☐ Nasal		
☐ Normal		
☐ Ragged		
☐ Rapid		
☐ Raspy		
☐ Slow		
☐ Slurred		
☐ Soft		
☐ Stutter		

OTHER INFORMATION:

Appendix E – Emergency Action Plan Checklist Courtesy of OSHA

General Issues		
☐	Does the plan consider all natural or human-made emergencies that could disrupt your workplace?	Common sources of emergencies identified in emergency action plans include fires, explosions, floods, hurricanes, tornadoes, toxic material releases, radiological and biological accidents, civil disturbances, and workplace violence.
☐	Does the plan consider all potential internal sources of emergencies that could disrupt your workplace?	Conduct a hazard assessment of the workplace to identify any physical or chemical hazards that might exist and could cause an emergency.
☐	Does the plan consider the impact of these internal and external emergencies on the workplace's operations and is the response tailored to the workplace?	Brainstorm worst-case scenarios. Ask yourself what you would do, what the likely impact on your operation would be, and what the device-appropriate responses would be.
☐	Does the plan contain a list of key personnel with contact information as well as contact information for local emergency responders, agencies and contractors?	Keep your list of key contacts current and make provisions for an emergency communications system, such as a cellular phone or a portable radio unit, so that contact with local law enforcement, the fire department, and others can be swift.
☐	Does the plan contain the names, titles, departments, and telephone numbers of people to contact for additional information or an explanation of duties and responsibilities under the plan?	List names and contact information for people responsible for implementing the plan.
☐	Does the plan address how rescue operations will be performed?	Unless you are a large employer handling hazardous materials and processes, or you have employees regularly working in hazardous situations, you will probably rely on local public resources, such as the fire department, which is trained, equipped, and certified to conduct rescues. Make sure any external department or agency identified in your plan is prepared to respond as outlined in your plan. Untrained people may endanger themselves and those they are trying to rescue.

☐	Does the plan address how medical assistance will be provided?	Most small employers do not have a formal internal medical program and instead make arrangements with nearby medical clinics or facilities to handle emergencies. If an infirmary, clinic, or hospital is not close to your workplace, ensure that onsite person(s) have adequate training in first aid. The American Red Cross, some insurance providers, local safety councils, fire departments, or other resources may be able to provide this training. Treatment of a serious injury should begin within three to four minutes of the accident. Consult a physician to order appropriate first-aid supplies for emergencies. Establish a relationship with a local ambulance service so that transportation is readily available for emergencies.
☐	Does the plan identify how or where personal information on employees can be obtained in an emergency?	In an emergency, it could be important to have ready access to important personal information about your employees. This includes their home telephone numbers, names and telephone numbers of their next of kin, and medical information.
Evacuation Policy and Procedure		
☐	Does the plan identify the conditions under which an evacuation would be necessary?	The plan should identify situations that will require an evacuation of the workplace. This might include a fire, earthquake, or chemical spill. The extent of evacuation needed may be different for different types of hazards.
☐	Does the plan identify a clear chain of command and designate a person authorized to order an evacuation or shutdown of operations?	It is common practice to select a responsible person to lead and coordinate your emergency plan and evacuation. It is critical that employees know who the coordinator is and that they understand that this person has the authority to make decisions during emergencies. The coordinator is responsible for assessing the situation to determine whether an emergency exists requiring activation of the emergency procedures, overseeing emergency procedures, notifying and coordinating with outside emergency services, and directing shutdown of utilities or plant operations if necessary.
☐	Does the plan address the types of actions expected of various employees for the types of potential emergencies?	The plan may specify different actions for employees depending on the emergency. For example, employers may want to have employees assemble in one area of the workplace if it is threatened by a tornado or earthquake but evacuate to an exterior location during a fire.
☐	Does the plan designate who, if anyone, will stay to shut down critical operations during an evacuation?	Consider including locations of where to shut down utilities, such as electrical and gas utilities, for all or part of the facility. All people remaining behind to shut down critical systems or utilities must be capable of recognizing when to abandon the operation or task and evacuate themselves.

☐	Does the plan outline specific evacuation routes and exits, and are these posted in the workplace where they are easily accessible to all employees?	Most employers create maps from floor diagrams with arrows that designate exit route assignments. These maps should include locations of exits, assembly points and equipment (such as fire extinguishers, first-aid kits, and spill kits) that may be needed in an emergency. Exit routes should be clearly marked and well lit, wide enough to accommodate the number of evacuating personnel, unobstructed and clear of debris at all times, and unlikely to expose evacuating personnel to additional hazards.
☐	Does the plan address procedures for assisting people during evacuations, particularly those with disabilities or who do not speak English?	Many employers designate evacuation wardens to help move employees from dangerous to safe areas during an emergency. Generally, one warden for every 20 employees is adequate, and the appropriate number of wardens should be available at all times during working hours. Wardens may be responsible for checking offices and bathrooms before being the last person to exit an area as well as for ensuring that fire doors are closed when exiting. Employees designated to assist in emergency evacuation procedures should be trained in the complete workplace layout and alternative escape routes. Employees designated to assist in emergencies should be made aware of employees with special needs (who may require extra assistance during an evacuation), how to use the buddy system, and any hazardous areas to avoid during an emergency evacuation.
☐	Does the plan identify one or more assembly areas (as necessary for different types of emergencies) where employees will gather and a method for accounting for all employees?	Accounting for all employees following an evacuation is critical. Confusion in the assembly areas can lead to delays in rescuing anyone trapped in the building, or to unnecessary and dangerous search-and-rescue operations. To ensure the fastest, most accurate accounting of your employees, consider taking a head count after the evacuation. The names and last known locations of anyone not accounted for should be passed on to the official in charge.
☐	Does the plan address how visitors will be accounted for and assisted in evacuation?	Some employers have all visitors and contractors sign in when entering the workplace. The hosts or area wardens, if established, are often given the task of helping visitors and contractors evacuate safely.

Reporting Emergencies and Alerting Employees in an Emergency		
☐	Does the plan identify a preferred method for reporting fires and other emergencies?	Dialing 911 is a common method for reporting emergencies if external responders are used. Internal numbers may be used and are sometimes connected to intercom systems so that coded announcements may be made. In some cases, employees are requested to activate manual pull stations or other alarm systems.

☐	Does the plan describe the method used to alert employees, including disabled workers, to evacuate or take other action?	Make sure alarms are distinctive and recognized by all employees. Sequences of horn blows or different types of alarms (such as bells or horns) can be used to signal different responses or actions from employees. Consider making an emergency communications system available, such as a public address system, for broadcasting emergency information to employees. Ideally, alarms will be able to be heard, seen, or otherwise perceived by everyone in the workplace, including those who are blind or deaf. Otherwise, floor wardens or others must be given the task of ensuring that all employees are notified. Consider providing an auxiliary power supply in an electrical failure.

Employee Training and Drills		
☐	Does the plan identify how and when employees will be trained so that they understand the types of emergencies that may occur, their responsibilities, and actions?	Train employees when you develop your initial plan and when new employees are hired. Retrain employees when your plan changes due to a change in facility layout or design of the facility, when new equipment, hazardous materials, or processes are introduced that affect evacuation routes, or when new types of hazards are introduced that require special actions. General training for your employees should address: • individual roles and responsibilities; • threats, hazards, and protective actions; • notification, warning, and communications procedures; • emergency response procedures; • evacuation, shelter, and accountability procedures; • location and use of common emergency equipment; and • emergency shutdown procedures. You may also need to provide additional training to your employees (for example, first-aid procedures, portable fire extinguisher use) depending on the responsibilities in your plan.
☐	Does the plan address how and when retraining will be conducted?	If training is not reinforced, it will be forgotten. Consider retraining employees annually.

☐	Does the plan address if and how often drills will be conducted?	Once you have reviewed your emergency action plan with your employees and everyone has had the proper training, it is a good idea to hold practice drills as often as necessary. Include outside resources, such as fire and police departments, when possible. After each drill, gather management and employees to evaluate the effectiveness of the drill. Identify the strengths and weaknesses of your plan and work to improve it.

Appendix F – Plan Distribution + Revision History

Plan Distribution and Access

The Plan will be distributed to members of the emergency response team and department heads. A master copy of the document should be maintained by the emergency response team leader. The plan will be available for review by all employees.

Multiple copies should be stored to ensure that team members can quickly review roles, responsibilities, tasks, and reference information when the team is activated. An electronic copy of this Plan should be stored on a secure and accessible website that would allow team member access if company servers are down.

Revision History

Revision	Date	Description of Changes	Authorization
1			
2			
3			
4			
5			